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   Business Editors/High-Tech Writers ICCM 99. **Business Wire.** New York: Aug 27, 1999. p. 1
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5. **REPEAT/ICCM '99 Exhibitor Profiles A to Z; Conference and Exposition to be held Aug. 30 to Sept. 2 in Chicago, Part 2 of 4; [1]**
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6. **Business neurology 101**
   Brandon Frieseh, John Jainschigg. **Computer Telephony.** Jun 1999. Vol. 7, Iss. 6; p. 58 (9 pages)
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7. **ISLUA'S annual meeting**
   Diane Boccadoro. **Teleconnect.** New York: Jun 1999. Vol. 17, Iss. 6; p. 62 (6 pages)
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8. **Tekelec Signs Definitive Purchase Agreement With IEX Corporation; Announces a Major Expansion of Its Product Portfolio**
   Business Editors & High-Tech Writers. **Business Wire.** New York: Apr 20, 1999. p. 1
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9. **Workforce management with skills-based call routing: The new challenge**
   Paul H Leamon. **Call Center Solutions.** Mar 1999. Vol. 17, Iss. 9; p. 88 (5 pages)
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10. **Agents take center stage at call center '99**
    Angela Karr. **Teleprofessional.** Mar 1999. Vol. 12, Iss. 3; p. 12 (1 page)

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11. **Open Interfaces Enable Nortel Networks' Business Affiliates Members to Expand Capabilities of Symposium Call Center Server**
PR Newswire. New York: Feb 3, 1999. p. 1
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12. **Timing is everything**
Mark Del Franco. **Catalog Age.** New Canaan: Feb 1999. Vol. 16, Iss. 2; p. 51 (1 page)
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13. **Call center roundup**
Anonymous. **Teleconnect.** New York: Dec 1998. Vol. 16, Iss. 12; p. 78 (12 pages)
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14. **A little of this, and a pinch of that**
Matthew Vartabedian. **Call Center Solutions.** Oct 1998. Vol. 17, Iss. 4; p. 46 (3 pages)
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15. **Apropos and IEX Announce Strategic Partnership to Provide Network-to-Desktop Solution**
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17. **Enhancing call centers**
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18. **Workforce Management -- No More Hangups -- Software lets call-center managers keep track of staffing needs**
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21. **Buying inbound call center technology? - Combine the wisdom of Solomon with the patience of Job**
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2. **Workforce optimization takes center stage**
Anonymous. **Call Center Magazine.** San Francisco: Apr 2003. Vol. 16, Iss. 4; p. 24 (3 pages)
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3. **IEX Call Center Products Garner Product of the Year Honors from Industry Publications**
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